

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HAL058011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____		(X3) DATE SURVEY COMPLETED  C 07/01/2015
NAME OF PROVIDER OR SUPPLIER  WILLIAMSTON HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 160 SANTREE DRIVE WILLIAMSTON, NC 27892			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE	
C 000	Initial Comments  This is a Report of a Complaint Investigation conducted by Greg Cates and Billy Bryant on July 1, 2015.  Based on information gathered from our files, the Facility was first licensed or submitted for licensure on or about January 30, 2001 for Sixty (60) residents. Based on this information, we are requiring the facility to meet the 1996 Rules for the Licensing of Adult Care Homes, applicable portions of the 2006 Regulations for Adult Care Homes, and the 1996 Edition of the North Carolina State Building Code-Section 419 Institutional Occupancy.  The Complaint alleged the facility was being treated for bed bugs and there is ongoing bed bug issues.  The Complaint was Substantiated.	C 000			
C 164	Housekeeping and Furnishings-Clean, Repaired  SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: 1- Based on observations and review of records, the facility has failed to maintain the facility in a clean manner. This could affect all temporary and	C 164	In accordance to rule 10A NCAC 13F.0306 The Administrator will assure to (1)have walls, ceilings, and floors or floor coverings kept clean and in good repair; (2) have no chronic unpleasant odors;(3)have furniture clean and in good repair	7/29/15	

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

4550

022021

TITLE

(X6) DATE

If continuation sheet 1 of 3

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL058011</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/01/2015</b>
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**WILLIAMSTON HOUSE**

**160 SANTREE DRIVE  
WILLIAMSTON, NC 27892**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
C 164	Continued From page 1  permanent occupants of the building by allowing an invasive insect to infest the building, and allowing those persons to suffer the discomfort associated with those insects.  Findings include:  a- The facility has been using the services of a licensed exterminator for treating for over 2 months, using heat treatments to rid the facility of bed bugs however, bed bugs are still being found present in resident rooms. b- On the day of survey, bed bug carcasses were found in the following resident rooms, to include but not limited to: 1- Room 201 (floor) 2- Room 202 (floor) 3- Room 210 (box springs) c- Bed bug feces stains were found on the box springs in resident room 211. d- Blood stains were found on a sheet covering a chair in resident room 215. e- The floors and baseboards in the resident rooms have a build-up of dirt, dust, and small pieces of trash, preventing the facility from being able to discern if signs of bed bugs are new or old. f- The facility did not have any measures in place to prevent residents from being bitten by bed bugs such as bed bug traps in use under the legs of the beds to prevent bed bugs from getting into the bed and to monitor if bed bugs have returned. Note: The bed clothes are hanging off the bed and onto the floor, allowing another route for bed bugs climbing from the floor onto the bed. g. The facility did not have a procedure in place to screen incoming residents and residents' belongings for bed bugs. h- There is no documentation showing that the rooms that have been treated are being inspected	C 164	In accordance to rule 10A NCAC 13F.0306 The Administrator has assured that all rooms in violation:  has been deep cleaned and Facility will maintain clean environment for residents. Mattress removed from 210; 210 and replaced; all other items removed from 215 and treated and clean per Steritech policy, provided to Greg Cates and Billy Bryant, however a copy included with report. The rooms in violation was Professionally Pesticide by Steritech Brand Protection Services, and continues to be serviced and inspected monthly by Steritech techs. The Administrator provided Copies of Pest Prevention Service Report to Greg Cates and Billy Bryant on July 1, 2015 The Administrator or a selected designee will assure if room in violation are inspected daily and if any pest activity noted to alert Steritech immediately for inspection and treatment plan.	7/29/15

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL058011</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/01/2015</b>
NAME OF PROVIDER OR SUPPLIER  <b>WILLIAMSTON HOUSE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>160 SANTREE DRIVE</b> <b>WILLIAMSTON, NC 27892</b>			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
C 184	Continued From page 2  on a regular basis to ensure that bed bugs have not returned. i- Based on activity during the complaint investigation, it is apparent that there has been little or no training for staff regarding the handling of sheets and other items from possible bed bug infected areas.	C 184	<p>The Administrator has assured all care staff; housekeepers have been trained on removal of bed linen; copy provided in corrective action.</p> <p>Responses to the cited Deficiency does not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set- forth in the Statement of Deficiencies or Corrective Action Report; the Plan of Correction is prepared solely as a matter of compliance with State Law.</p>		7/29/15

In service 8/31/2015  
for.



## Steritech® PREPARATION FOR SLEEPEASY® BED BUG SERVICE

To ensure that rooms with bed bug activity receive a thorough service, Steritech asks that you and your staff prepare rooms for bed bug service.

The initial steps listed in "Preparing a Room for SleepEasy® Bed Bug Service" need to be completed for both SleepEasy® Thermal Chamber Service and Conventional Bed Bug Treatment. Depending on the type of service a room will receive, additional steps will need to be taken. Your Steritech representative will place a check mark next to the section that applies to the additional preparation steps necessary for your facility.

### PREPARING A ROOM FOR SLEEPEASY® BED BUG SERVICE

- Bag linens, window and wall coverings and remove to laundry for immediate cleaning, including pillows, sheets, mattress pads, comforters, coverlets, curtains and fabric valances.
  - a. All items should be washed and dried in the dryer using the highest heat setting possible. Items that cannot be washed and/or are dry clean only can be placed in the dryer on high heat. Items must be dried for at least 15 minutes.
  - b. Linens, curtains and valances that cannot be placed in the dryer for at least 15 minutes may need to be destroyed. The dry cleaning process will kill bed bugs, however, it is recommended to place these items (dry) in a dryer to kill all bed bug stages rather than risk infesting a dry cleaning establishment. Textile experts confirm that most garments designated as "dry clean only" (e.g., cotton, wool, silk, linen, rayon, nylon, etc.) will not be harmed as long as they are dry before being placed in a dryer at a moderate temperature setting.
  - c. Valances on walls or ceilings should be removed and treated accordingly.
- Remove all fixed items on walls: lamps, outlet & switch covers, pictures, curtain rods, smoke detector, and mirrors.
- Failure to complete any required preparation may result in assessment of a room preparation fee or a rescheduling of service.
- Steritech will inspect secondary rooms as part of our service offering. Secondary rooms are defined as adjacent rooms on either side, above, and below.

### ADDITIONAL PREPARATION STEPS FOR SLEEPEASY THERMAL CHAMBER SERVICE

- Do not take apart the bed.
- Do not move or remove from the room the sleeping area furniture or items such as telephones and alarm clocks.
- For safety, Steritech requires staff assistance when placing large objects into the SleepEasy® Thermal Chamber once the Steritech Service Specialist has the foundation of the chamber constructed.

### ADDITIONAL PREPARATION STEPS FOR SLEEPEASY CONVENTIONAL BED BUG TREATMENT

- Take off ironing board cover and either dry clean or put through a hot drying cycle.
- Disassemble the bed frame completely and lean mattress and box spring along available walls.
- Remove headboard and lean against wall. Remove headboard hardware from wall.
- Remove drawers from dressers. Leave drawers standing on end.

Jane Smith

Barbara Pele  
Debbie Hudson  
Alshay Moore

Thomas Knight

Shantelia Gunning

www.steritech.com

PMK5011-1204

800.868.0089

3rd shift



## Steritech®

### PREPARATION FOR SLEEPEASY® BED BUG SERVICE

To ensure that rooms with bed bug activity receive a thorough service, Steritech asks that you and your staff prepare rooms for bed bug service.

The initial steps listed in "Preparing a Room for SleepEasy® Bed Bug Service" need to be completed for both SleepEasy® Thermal Chamber Service and Conventional Bed Bug Treatment. Depending on the type of service a room will receive, additional steps will need to be taken. Your Steritech representative will place a check mark next to the section that applies to the additional preparation steps necessary for your facility.

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- Disassemble the bed frame completely and lean mattress and box spring along available walls.
- Remove headboard and lean against wall. Remove headboard hardware from wall.
- Remove drawers from dressers. Leave drawers standing on end.

*Vicky Massenburg Mary Miller*  
*Debra McChie Kellie Walker*  
*Jess Crawford*

800.868.0089

www.steritech.com

FW5500-1214



Brand Protection Services

Food Safety  
Quality Assurance  
Pest Prevention**Pest Prevention  
Service Report**

**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
 Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
 Williamston, NC 27892-1466  
**Contact:** Susan Smith  
 252-792-6969

**# of Work Orders:** 1  
**Date:** July 06, 2015  
**Employee Name:** Balta Estrada

**Time In:** 12:39 PM EDT  
**Time Out:** 01:49 PM EDT

**Work Orders:**  
 10287758 - Regular, Ecosensitive Pest Prevention

**Service Summary****Service Types Performed**

- Performed Regular, Ecosensitive Pest Prevention today.

**Proactive Services Made**

- Performed proactive services for pest types: German Cockroach, Mice.

**Areas Inspected/Serviced**

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Dry Storage, Exterior, Kitchen, Offices.

**Comments**

- A visual inspection of the facility was conducted today. Serviced and scanned (or dated if not bar-coded) mechanical rodent control devices. Replaced glue boards in devices where needed.
- Log book reviewed.
- Serviced and scanned (or dated if not bar-coded) exterior rodent bait stations. Replaced rodenticide in stations where needed.
- Serviced, scanned, and dated (or dated if not bar-coded) insect monitors. Replaced monitors where needed.

**Pest Activity Found**

Pest Name	Activity	Capture	Device	No.	Zone
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**Capture Summary****Recommended Client Corrective Actions**

Area of Attention	Recommendation	Priority	Date Complete
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No Recommended Client Corrective Actions

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

**Material Usage Summary**

Area Serviced	Target Pest	A	Material	Active Ingredient	M	E	EPA
Dry Storage	German Cockroach	0	Insect Monitor 2 ea	N/A	AO	IM	Exempt
			NiBor-D 0.10 oz	Disodium Octaborate Tetrahydrate 98%	CC	HD	64405-8
Exterior	Mice	0	First Strike Soft Bait (10g packs) 20 packs	Difethialone 0.0025%	BP	BS	7173-258
Kitchen	German Cockroach	0	Insect Monitor 5 ea	N/A	AO	IM	Exempt
			NiBor-D 0.10 oz	Disodium Octaborate Tetrahydrate 98%	CC	HD	64405-8
Offices	German Cockroach	0	Insect Monitor 2 ea	N/A	AO	IM	Exempt
			NiBor-D 0.10 oz	Disodium Octaborate Tetrahydrate 98%	CC	HD	64405-8

Method (M): BP-Bait Placement; CC-Crack and Crevice; AO-Other  
 Equipment (E): IM-Insect Monitor; HD-Hand Duster; BS-Bait Station  
 Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy

Client Signature: Susan Smith

The Steritech Group, Inc.

1935P

Certified Operator/License No.

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Food Safety  
Quality Assurance  
Pest Prevention

Balta Estrada

## Pest Prevention Service Report

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Raleigh, NC 27617  
800-868-0089

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**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**# of Work Orders:** 1  
**Date:** June 18, 2015  
**Employee Name:** Marcellus Allen

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**Time In:** 08:02 AM EDT  
**Time Out:** 02:11 PM EDT

**Work Orders:**  
ONBRAND13889335679 - Job, Service for Bed Bugs (Heat Chamber)

**Service Summary**

Service Types Performed	
* Performed Job, Service for Bed Bugs (Heat Chamber) today.	
Areas Inspected/Service	
* Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 305.	
Bed Bug Service Details	
* Room 305	Primary Treated, Inspected, Released

**Pest Activity Found**

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Medium	5			Room 305
<b>Capture Summary</b>					
Bed Bugs		5			

**Recommended Client Corrective Actions**

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

**Material Usage Summary**

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 305	Bed Bugs	M	Phantom P1 2 fl oz	Chlorfenapyr 0.5%	CC	AC	7969-285
			Physical Removal 5 ea	N/A	PR	EOH	Exempt
			Temprid SC 128 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483

Method (M): SP-Spot; CC-Crack and Crevice; PR-Physical Removal  
Equipment (E): AC-Aerosol Can; EOH-Equipment Other (Hand); CAS-Compressed Air Sprayer  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy



Client Signature: Susan Smith



The Steritech Group, Inc.  
Marcellus Allen

1498P

Certified Operator/License No.

6308 Angus Drive Suite F  
Raleigh, NC 27617  
800-868-0089



**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**# of Work Orders:** 1  
**Date:** June 11, 2015  
**Employee Name:** Boris Jones

**Time In:** 06:44 AM EDT  
**Time Out:** 12:34 PM EDT

**Work Orders:**  
ONBRAND1370033295 - Job, Bed Bug Job Inspection,  
Service for Bed Bugs (Heat Chamber)

### Service Summary

#### Service Types Performed

- Performed Job, Bed Bug Job Inspection, Service for Bed Bugs (Heat Chamber) today.

#### Areas Inspected/Service

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 210.

#### Bed Bug Service Details

- Room 210 Primary Treated, Inspected, Released

### Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Medium				Room 210

#### Capture Summary

### Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
	No Recommended Client Corrective Actions		

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

### Material Usage Summary

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 210	Bed Bugs	M	Drione 0.50 oz	Pyrethrins; Piperonyl Butoxide; Amorphous Silica Gel 1.0:10:60%	CC	HD	432-992
			Phantom PI 12 fl oz	Chlorfenvapir 0.5%	CC	AC	7969-285
			Temprid SC 64 fl oz	Imidacloprid; 8-Cyfluthrin 0.05; 0.025%	CC	CAS	432-1483

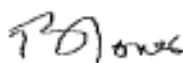
Method (M): CC-Crack and Crevice

Equipment (E): AC-Aerosol Can; CAS-Compressed Air Sprayer; HD-Hand Duster

Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy



Client Signature: Susan Smith



The Steritech Group, Inc.  
Boris Jones

SSergeant 1498P

Certified Operator/License No.

6308 Angus Drive Suite F  
Raleigh, NC 27617  
800-868-0089

**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**# of Work Orders:** 2  
**Date:** June 10, 2015  
**Employee Name:** Balta Estrada

**Time In:** 01:24 PM EDT  
**Time Out:** 02:45 PM EDT

**Work Orders:**  
10106832 - Initial, Initial Pest Prevention Service  
ONBRAND1397237624 - Follow-Up, Initial Pest Prevention  
ServiceBed Bug Job Inspection, Follow Up Service for  
BedBug Job  
ONBRAND1397237624 - Job, Initial Pest Prevention  
ServiceBed Bug Job Inspection, Follow Up Service for  
BedBug JobBed Bug Job Inspection, Follow Up Service for  
BedBug Job

### Service Summary

#### Service Types Performed

- Performed Initial, Initial Pest Prevention Service today.
- Performed Follow-Up, Performed Initial, Initial Pest Prevention Service today.Bed Bug Job Inspection, Follow Up Service for BedBug Job today.
- Performed Job, Performed Follow-Up, Performed Initial, Initial Pest Prevention Service today.Bed Bug Job Inspection, Follow Up Service for BedBug Job today.Bed Bug Job Inspection, Follow Up Service for BedBug Job today.

#### Proactive Services Made

- Performed proactive services for pest types: German Cockroach, Mice.

#### Areas Inspected/Serviced

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Dry Storage, Exterior, Kitchen, Room 210, Room 215, Room 305.

#### Comments

- A visual inspection of the facility was conducted today. Serviced and scanned (or dated if not bar-coded) mechanical rodent control devices. Replaced glue boards in devices where needed.
- Log book reviewed.
- Serviced and scanned (or dated if not bar-coded) exterior rodent bait stations. Replaced rodenticide in stations where needed.
- Serviced, scanned, and dated (or dated if not bar-coded) insect monitors. Replaced monitors where needed.

#### Bed Bug Service Details

Room 210	None	Inspected
Room 305	None	Inspected
Room 215	Primary	Inspected

### Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
Ants	Light				Dry Storage
	Light				Exterior

#### Capture Summary

### Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

### Material Usage Summary

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Dry Storage	Ants	L	Termidor SC 512 fl oz	Fipronil 0.06%	SP	HPS	7969-210
	German Cockroach	0	Insect Monitor 5 ea	N/A	AO	IM	Exempt
	Mice	0	Phantom PJ 2 fl oz	Chlorfenvapir 0.5%	CC	AC	7969-285
Exterior			Multiple Catch Trap 1 ea	N/A	n/a	n/a	Exempt
	Ants	L	Termidor SC 512 fl oz	Fipronil 0.06%	SP	HPS	7969-210
	German Cockroach	0	Insect Monitor 5 ea	N/A	AO	IM	Exempt

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Area Serviced	Target Pest	A	Material	Active Ingredient	M	E	EPA
Exterior			Phantom PI 2 fl oz	Chlorfenapyr 0.5%	CC	AC	7969-285
Kitchen	German Cockroach	0	Insect Monitor 5 ea	N/A	AO	IM	Exempt
			Phantom PI 2 fl oz	Chlorfenapyr 0.5%	CC	AC	7969-285

Method (M): n/a-not applicable; SP-Spot; CC-Crack and Crevice; AO-Other  
Equipment (E): n/a-not applicable; AC-Aerosol Can; IM-Insect Monitor; HPS-Hand Pump Sprayer  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy

*Wilhelmina Gresham*

Client Signature: wilhelmina gresham

*Balta Estrada*

The Steritech Group, Inc.  
Balta Estrada

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Certified Operator/License No.

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800-868-0089



Brand Protection Services

Food Safety  
Quality Assurance  
Pest Prevention

CONSTRUCTION SECTION

JUN 5 2015

RECEIVED

Pest Prevention  
Service ReportSteritech Branch: 02 Raleigh  
Address: 6308 Angus Drive  
Raleigh NC 27617  
Phone: 800-868-0089# of Work Orders: 1  
Date: June 04, 2015  
Employee Name: Boris JonesCustomer Name: Williamston House  
Address: 160 Santree Dr  
Williamston, NC 27892-1466  
Contact: Susan Smith  
252-792-6969Time In: 08:15 AM EDT  
Time Out: 01:26 PM EDTWork Orders:  
ONBRAND1370030529 - Job, Bed Bug Job Inspection,  
Service for Bed Bugs (Heat Chamber)

## Service Summary

## Service Types Performed

- Performed Job, Bed Bug Job Inspection, Service for Bed Bugs (Heat Chamber) today.

## Areas Inspected/Serviced

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 215.

## Bed Bug Service Details

- Room 215 Primary Treated, Inspected, Released

## Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Light				Room 215

## Capture Summary

## Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

## Material Usage Summary

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 215	Bed Bugs	L	Bedlam Insecticide 16 fl oz	Sumithrin; MGK 264 0.4; 1.6%	CC	AC	1021-1767
			Orlone 0.50 oz	Pyrethrins; Piperonyl Butoxide; Amorphous Silica Gel 1.0; 10; 40%	CC	HD	432-992
			Temprid SC 64 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	CC	CAS	432-1483

Method (M): CC-Crack and Crevice  
Equipment (E): AC-Aerosol Can; CAS-Compressed Air Sprayer; HD-Hand Duster  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy

Client Signature: Susan Smith

The Steritech Group, Inc.  
Boris Jones

SSergeant 1498P

Certified Operator/License No.

6308 Angus Drive Suite F  
Raleigh, NC 27617  
800-868-0089



Brand Protection Services

Food Safety  
Quality Assurance  
Pest Prevention**Pest Prevention  
Service Report**

**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**# of Work Orders:** 1  
**Date:** June 03, 2015  
**Employee Name:** Jeff Bone

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**Time In:** 09:02 AM EDT  
**Time Out:** 01:28 PM EDT

**Work Orders:**  
ONBRAND1389441214 - Job, Bed Bug Job Inspection,  
Service for Bed Bugs (Heat Chamber)

**Service Summary****Service Types Performed**

- Performed Job, Bed Bug Job Inspection, Service for Bed Bugs (Heat Chamber) today.

**Areas Inspected/Serviced**

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 205.

**Comments**

- Log book reviewed.
- Thank you for your business.
- Treated 205 for BB, release room in 24 hours.

**Bed Bug Service Details**

- Room 205 Primary Treated and Released

**Pest Activity Found**

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Light				Room 205

**Capture Summary****Recommended Client Corrective Actions**

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

**Material Usage Summary**

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 205	Bed Bugs	L	Drione 0.40 oz	Pyrethrins; Piperonyl Butoxide; Amorphous Silica Gel 1.0; 10; 40%	CC	HD	432-992
			Temprid SC 48 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483

Method (M): SP-Spot; CC-Crack and Crevice  
Equipment (E): CAS-Compressed Air Sprayer; HD-Hand Duster  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy

Client Signature: Debbie Hughes

The Steritech Group, Inc.  
Jeff Bone

Aramini, W 1935P

Certified Operator/License No.

6308 Angus Drive Suite F  
Raleigh, NC 27617  
800-868-0089



Brand Protection Services

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Pest Prevention**Pest Prevention  
Service Report**

**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
 Raleigh NC 27617  
**Phone:** 800-868-0089

**# of Work Orders:** 1  
**Date:** May 18, 2015  
**Employee Name:** Jeff Bone

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
 Williamston, NC 27892-1466  
**Contact:** Susan Smith  
 252-792-6969

**Time In:** 08:37 AM EDT  
**Time Out:** 04:22 PM EDT

**Work Orders:**  
 ONBRAND1389440337 - Follow-Up, Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber)  
 ONBRAND1389440337 - Job, Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber) Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber)

**Service Summary****Service Types Performed**

- Performed Follow-Up, Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber) today.
- Performed Job, Performed Follow-Up, Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber) today. Follow Up Service for BedBug Job, Service for Bed Bugs (Heat Chamber) today.

**Areas Inspected/Serviced**

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 201, Room 307.

**Comments**

- Log book reviewed.
- Thank you for your business.
- Treated room 201 and 307 for bed bugs, release room in 24 hours.

**Bed Bug Service Details**

- Room 201 None Treated and Released
- Room 307 None Treated and Released

**Pest Activity Found**

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Light				Room 201
	Medium				Room 307

**Capture Summary****Recommended Client Corrective Actions**

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; N-Major; I-Minor; R-Repeat Recommendation

**Material Usage Summary**

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 201	Bed Bugs	L	Bedlam Insecticide 1 fl oz	Sumithrin;MGK 264 0.4;1.6%	CC	AC	1021-1767
			Drione 0.45 oz	Pyrethrins;Piperonyl Butoxide;Amorphous Silica Gel 1.0;10;40%	CC	HD	432-992
			Temprid SC 32 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483
Room 307	Bed Bugs	M	Bedlam Insecticide 1 fl oz	Sumithrin;MGK 264 0.4;1.6%	CC	AC	1021-1767
			Drione 0.45 oz	Pyrethrins;Piperonyl Butoxide;Amorphous Silica Gel 1.0;10;40%	CC	HD	432-992
			Temprid SC 32 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483

Method (M): SP-Spot; CC-Crack and Crevice  
 Equipment (E): AC-Aerosol Can; CAS-Compressed Air Sprayer; HD-Hand Duster  
 Activity Level (A): O-None; L-Light; M-Medium; H-Heavy

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## Pest Prevention Service Report

Client Signature: Susan Smith

The Steritech Group, Inc.  
Jeff Bone

Aramini, W 1935P

Certified Operator/License No.

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Raleigh, NC 27617  
800-868-0089



**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**# of Work Orders:** 1  
**Date:** May 15, 2015  
**Employee Name:** Boris Jones

**Time In:** 07:49 AM EDT  
**Time Out:** 03:32 PM EDT

**Work Orders:**  
ONBRAND1370021430 - Follow-Up, Bed Bug Warranty Work,  
Service for Bed Bugs (Heat Chamber)  
ONBRAND1370021430 - Job, Bed Bug Warranty Work,  
Service for Bed Bugs (Heat Chamber) Bed Bug Warranty  
Work, Service for Bed Bugs (Heat Chamber)

### Service Summary

#### Service Types Performed

- Performed Follow-Up, Bed Bug Warranty Work, Service for Bed Bugs (Heat Chamber) today.
- Performed Job, Performed Follow-Up, Bed Bug Warranty Work, Service for Bed Bugs (Heat Chamber) today. Bed Bug Warranty Work, Service for Bed Bugs (Heat Chamber) today.

#### Areas Inspected/Service

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 202, Room 211.

#### Bed Bug Service Details

- Room 202 None Treated and Inspected
- Room 211 None Treated and Inspected

### Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Medium				Room 202
	Medium				Room 211

#### Capture Summary

#### Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; N-Major; T-Minor; R-Repeat Recommendation

### Material Usage Summary

Area Serviced	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 202	Bed Bugs	M	Bedlam Insecticide 6 fl oz	Sumithrin; MGK 264 0.4; 1.6%	CC	AC	1021-1767
			Drione 0.50 oz	Pyrethrins; Piperonyl Butoxide; Amorphous Silica Gel 1.0; 10; 40%	CC	HD	432-992
			Tempid SC 36 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	CC	CAS	432-1483
Room 211	Bed Bugs	M	Bedlam Insecticide 6 fl oz	Sumithrin; MGK 264 0.4; 1.6%	CC	AC	1021-1767
			Drione 0.50 oz	Pyrethrins; Piperonyl Butoxide; Amorphous Silica Gel 1.0; 10; 40%	CC	HD	432-992
			Tempid SC 36 fl oz	Imidacloprid; B-Cyfluthrin 0.05; 0.025%	CC	CAS	432-1483

Method (M): CC-Crack and Crevice  
Equipment (E): AC-Aerosol Can; CAS-Compressed Air Sprayer; HD-Hand Duster  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy



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Pest Prevention

## Pest Prevention Service Report

Client Signature: Susan Smith

The Steritech Group, Inc.  
Boris Jones

SSergeant 1498P

Certified Operator/License No.

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**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**# of Work Orders:** 2  
**Date:** May 13, 2015  
**Employee Name:** Marcellus Allen

**Time In:** 09:00 AM EDT  
**Time Out:** 03:49 PM EDT

**Work Orders:**  
ONBRAND13889332781 - Job, Service for Bed Bugs (Heat Chamber)  
ONBRAND13889332838 - Job, Service for Bed Bugs (Heat Chamber)

### Service Summary

Service Types Performed		
- Performed Job, Service for Bed Bugs (Heat Chamber) today.		
Areas Inspected/Service		
- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 401, Room 402.		
Bed Bug Service Details		
- Room 401	Primary	Treated and Inspected, Released
- Room 402	Primary	Treated, Inspected, Released

### Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
Bed Bugs	Heavy				Room 401
	Heavy	15			Room 402
<b>Capture Summary</b>					
Bed Bugs		15			

### Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
Room 402	Personal items can be a source of pest introduction and should be stored in a designated area and physically inspected before putting back in resident rooms.	C	

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

### Material Usage Summary

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
Room 401	Bed Bugs	H	Bedlam Insecticide 1 fl oz	Sumithrin; MGK 264 0.4; 1.6%	CC	AC	1021-1767
			Phantom PI 3 fl oz	Chlorfenapyr 0.5%	CC	AC	7969-285
			Temprid SC 64 fl oz	Imidacloprid; 8-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483
Room 402	Bed Bugs	H	Phantom PI 2 fl oz	Chlorfenapyr 0.5%	CC	AC	7969-285
			Physical Removal 15 ea	N/A	PR	VC	Exempt
			Temprid SC 64 fl oz	Imidacloprid; 8-Cyfluthrin 0.05; 0.025%	SP	CAS	432-1483

Method (M): SP-Spot; CC-Crack and Crevice; PR-Physical Removal  
Equipment (E): AC-Aerosol Can; VC-Vacuum; CAS-Compressed Air Sprayer  
Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy

*Susan Smith*

Client Signature: Susan Smith

*Marcellus Allen*

The Steritech Group, Inc.  
Marcellus Allen

1498P

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## Pest Prevention Service Report

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**Steritech Branch:** 02 Raleigh  
**Address:** 6308 Angus Drive  
Raleigh NC 27617  
**Phone:** 800-868-0089

**Customer Name:** Williamston House  
**Address:** 160 Santree Dr  
Williamston, NC 27892-1466  
**Contact:** Susan Smith  
252-792-6969

**# of Work Orders:** 1  
**Date:** April 06, 2015  
**Employee Name:** Balta Estrada

**Time In:** 03:32 PM EDT  
**Time Out:** 03:47 PM EDT

**Work Orders:**  
ONBRAND1397227652 - Job, Bed Bug Job Inspection

### Service Summary

#### Service Types Performed

- Performed Job, Bed Bug Job Inspection today.

#### Areas Inspected/Service

- Inspected the following areas for pest activity and/or conditions conducive to pest activity: Room 201, Room 202, Room 204, Room 211, Room 213, Room 307, Room 401, Room 402, Room 404, Room 405.

#### Bed Bug Service Details

Room 201	None	Inspected
Room 202	None	Inspected
Room 204	None	Inspected
Room 211	None	Inspected
Room 213	None	Inspected
Room 307	None	Inspected
Room 401	None	Inspected
Room 402	None	Inspected
Room 404	None	Inspected
Room 405	None	Inspected

### Pest Activity Found

Pest Name	Activity	Capture	Device	No.	Zone
No Pest Activity Found					

### Recommended Client Corrective Actions

Area of Attention	Recommendation	Priority	Date Complete
No Recommended Client Corrective Actions			

Definitions: C-Critical; M-Major; I-Minor; R-Repeat Recommendation

### Material Usage Summary

Area Served	Target Pest	A	Material	Active Ingredient	M	E	EPA
No Materials Applied							

Method (M):

Equipment (E):

Activity Level (A): 0-None; L-Light; M-Medium; H-Heavy



Client Signature: wilhelmina gresham



The Steritech Group, Inc.  
Balta Estrada

1935P

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P023/023

Jul 29 2015 05:33pm

Fax: 2527926785

Williamston House